

# Scheduling Operations Officer

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## Basic Qualification Requirements

Pay Bands: H, I

All applicants must demonstrate one year of specialized experience equivalent to that of the next lower pay band/grade level in the Federal Service. For the SV-I pay band, applicants must have one year of experience in planning and scheduling the work activities of a large group of employees on irregular schedules equivalent to the SV-H pay band or the GS-12 grade level. Specialized experience is defined as experience that has equipped the applicant with the particular knowledge, skills and abilities to successfully perform the duties of the position, and is typically in or related to the work of the position to be filled.

## **Major Functions**

### Plans Staffing Needs for Screening Operations

- Analyzes staffing requirements for each baggage and passenger checkpoint based on experience, supervisor input, and system-wide TSA analysis
- Collects, analyzes, and maintains records on airline data on passenger and baggage flow (processing times)
- Communicates with human resources to coordinate drug testing, attrition, training, and all other logistics for scheduling and incorporating new hires
- Incorporates changes into schedule planning
- Coordinates with human resources or other functions on openings when they arise through attrition
- Works with Training Coordinator to schedule training for screener personnel

### Schedules Screening Personnel to Screening Operations

- Collects screener preferences about days to work, shifts, and incorporates them wherever possible or pragmatic
- Determines overall scheduling strategy to balance needs of employees and screening operations (e.g., fixed off-days or rotational off-days, national holidays)
- Determines strategy for providing back-up coverage and ensures that employees are contacted with enough advanced notice when they are required to come in unexpectedly
- Drafts scheduling rosters in advance and regularly posts current rosters (weekly, quarterly)
- Ensures that the scheduling process is fair and non-biased

- Identifies the most efficient FT/PT ratio for each station, and makes recommendations for staffing changes to AFSD as appropriate
- Implements new technology that improves screening and scheduling processes

### Processes and Schedules Leave Requests

- Adjusts weekly/daily schedule rosters to accommodate leave requests and shift-swapping
- Documents and tracks all types of leave (disability, vacation, training) for all personnel and monitors/analyzes trends that need to be addressed
- Schedules all leave requests submitted in advance

### Manages Operations Scheduling

- Creates, distributes, and collects daily reports regarding personnel staffing needs, sign-in/sign-out sheets, safety hazards, maintenance needs, incident reports
- Informs Federal Security Director of key issues and status of screening operations ( personnel, safety hazards, equipment) as appropriate
- Coordinates with payroll staff when an employee has payroll discrepancies, in order to ensure that the issue is resolved
- Provides attendance and performance information and reports regarding screeners to screening managers

## **General Competencies**

### Accountability

- Develops and consistently applies systems for tracking and communicating progress against milestones, performance results, and other key information
- Ensures that the scheduling process is fair and non-biased
- Documents and tracks all types of leave (e.g., disability, vacation, training) for all personnel and monitors/analyzes trends that need to be addressed
- Ensures compliance with policies and procedures when dealing with passengers, employees and stakeholders

### Administration and Management

- Demonstrates skill in management by objectives
- Demonstrates skill in time management and prioritization
- Demonstrates skill in record keeping

### Arithmetic/Mathematical Reasoning

- Conceptualizes numbers, workflow patterns and staffing requirements (e.g., off-days/on-days, male/female ratio)

- Demonstrates knowledge of mathematical models and equations to calculate coverage needs (e.g., staff per shift)

### Conflict Management

- Demonstrates and enforces high standards of professional and cooperative behavior when dealing with conflicts
- Diffuses potentially volatile/difficult situations by providing interested parties with opportunities to voice their concerns
- Knows how and when to compromise to resolve conflicts and reach acceptable solutions
- Listens to the perspectives of all parties involved in a conflict and makes decisions based on objective analysis of the situation
- Manages and resolves conflicts, confrontations and disagreements in a positive and constructive way to minimize negative personal impact

### Conscientiousness

- Displays a professional image at all times, even when facing significant job challenges
- Persists to overcome obstacles and resistance to achieve critical goals
- Publicly supports and takes personal responsibility for implementing TSA process/procedure changes and management decisions (e.g., displays positive "can do" attitude)
- Takes ownership for resolving problems rather than allowing them to persist or simply pointing them out to others

### Continual Learning

- Pursues education, training, feedback, or other opportunities for learning and development
- Looks beyond own airport(s) for new ideas and innovative approaches (e.g., TSA web boards, conferences)

### Creativity and Innovation

- Creates/champions new processes and procedures that accomplish TSA goals and objectives within the limited resources and time available
- Demonstrates creativity and innovation in translating and improving the effectiveness of TSA directives for local operations
- Looks beyond own airport(s) for new ideas and innovative approaches (e.g., TSA web boards, conferences)
- Seizes opportunities for own airport(s) to test new systems, or processes that TSA is considering

### Customer Service

- Works with senior TSA leadership at airport to understand their vision and operationalize it within the schedule to minimize passenger complaints
- Adjusts daily/weekly schedule rosters to accommodate leave requests and shift-swapping

### Decisiveness

- Makes difficult and sometimes unpopular decisions to support the mission of the TSA
- Makes the final decision, when necessary, to resolve stalemates in time-sensitive situations (i.e., "the buck stops here")
- Raises difficult issues or problems with superiors when necessary and proposes solutions
- Treats problems as solvable and exhibits a "can do" attitude in resolving them

### Flexibility

- Adapts quickly to new or changing situations
- Changes one's own behavior or work methods to adjust to other people or to changing situations or work demands
- Is receptive to new information, ideas, or strategies to achieve goals
- Handles last minute changes and disruptions to schedule

### Influencing/Negotiating

- Anticipates potential reactions or concerns of key players in a situation and prepares to address them
- Builds ownership for new initiatives or changes by involving those responsible for implementation in planning the details
- Skillfully uses interest-based approaches to negotiate mutually beneficial solutions

### Integrity/Honesty

- Admits own mistakes and takes action to address/resolve them
- Avoids any action or situation that would give the appearance of unethical or inappropriate behavior
- Demonstrates the courage to do the right thing in difficult situations
- Leads by example through modeling desired practices and standards in own behavior
- Takes direct and appropriate action to deal with people whose behavior is not appropriate
- Delivers on commitments made to others

### Interpersonal Skills

- Treats others with respect, fairness, and consistency (e.g., listens to and respects others' views and ideas)
- Demonstrates empathy and understanding when addressing sensitive issues with others

### Listening

- Listens carefully and asks questions to understand the ideas, issues and concerns of others, and their root causes

### Manages and Organizes Information

- Collects, analyzes, and maintains records on airline data, and on passenger and baggage flow (e.g., processing times)
- Collects screener preferences about days to work, shifts, etc. and incorporates them wherever possible or pragmatic
- Organizes information and documentation in ways that make it more useful and accessible

### Oral Communication

- Adjusts communication style and language to most effectively connect with different/diverse audiences and individuals
- Communicates information concisely and clearly
- Communicates openly and candidly with others
- Explains complex concepts (e.g., schedules, policies, and procedures) clearly and at an appropriate level of detail
- Maintains frequent appropriate level of contact with senior management to keep them informed about important or controversial cases and situations

### Organizational Awareness

- Demonstrates knowledge of key roles and responsibilities across TSA functions (e.g., regulatory, law enforcement and screening)
- Communicates information concerning personnel policy and procedures, and safety and equipment to Federal Security Director

### Planning and Evaluating

- Coordinates with supervisors and Training Coordinators to account for major initiatives or training in scheduling
- Communicates with human resources to coordinate drug testing, attrition, training, and all other logistics for scheduling and incorporating new hires
- Determines overall scheduling strategy to balance needs of employees and screening operations (e.g., fixed off-days or rotational off-days, national holidays)

- Determines strategy for providing back-up coverage and ensures that employees are contacted with enough advanced notice when they are required to come in unexpectedly
- Monitors flight schedules and tracks checkpoint load trends to ensure adequate coverage at peak load times
- Works to minimize the need for employee overtime
- Works with air operators and indirect air carriers to understand their operations, issues and concerns, and incorporates them into the scheduling process as appropriate

### Problem Solving

- Asks probing questions to clarify situations and identify root causes
- Breaks problems down into manageable components and determines the critical steps or path
- Evaluates the practicality or workability of options and potential solutions
- Prioritizes key issues and competing demands in complex situations
- Resolves problems requiring special expertise by leveraging others' knowledge and capabilities
- Studies work flows to determine ways to improve process efficiency
- Suspends judgment and maintains objectivity in situations until essential facts are gathered and analyzed
- Takes ownership for resolving problems rather than allowing them to persist or simply pointing them out to others

### Resilience

- Responds calmly in crisis situations and to people who are angry or upset, and helps them to calm down

### Self-Management

- Identifies own work and career interests, strengths, and limitations
- Manages, directs, and monitors one's own learning and development
- Sets challenging performance goals and holds self accountable for achieving them

### Service Motivation

- Exerts a high level of effort and perseverance toward goals attainment
- Works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well, and displaying a high level of concentration even when assigned an unpleasant task
- Displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks
- Demonstrates willingness to take on responsibilities and challenges and do what is needed without being asked

## Strategic Thinking

- Considers the ways that future changes or developments may impact own organization and takes concrete steps to prepare for them
- Continually questions existing assumptions to determine whether changing situations have changed priorities
- Determines the resources or skills that will be needed in the future and take steps to ensure they are available
- Anticipates potential opportunities and obstacles based on past experience, and develops contingency plans for addressing them
- Identifies the interests and concerns of relevant stakeholders when developing strategies or proposals
- Ensures that decisions/solutions that address the immediate issue also consider long-term implications
- Scans the external environments and identifies trends and developments that have implications for local TSA organization

## Technology Application

- Demonstrates skill in using computers
- Demonstrates skill in using word processing software
- Demonstrates skill in using spreadsheet software
- Demonstrates skill in using scheduling software
- Demonstrates skill in using staff planning software
- Demonstrates skill in using databases
- Demonstrates skill in using internet search tools
- Demonstrates skill in using personal planner and email software
- Demonstrates skill in using data management systems

## Written Communication

- Adjusts communication style and language to most effectively connect with different/diverse audiences and individuals
- Communicates information concisely and clearly
- Communicates openly and candidly with others
- Explains complex concepts (e.g., schedules, policies, and procedures) clearly and at an appropriate level of detail

## **Technical Competencies**

### Operations Management

- Demonstrates skill in workforce/manpower planning
- Demonstrates knowledge of airport operations (e.g., knowledge of the peaks and valleys of passenger flows in the airport)
- Demonstrates knowledge of customer service data and issues

- Demonstrates knowledge of airline operations needs and concerns
- Demonstrates skill in identifying the most efficient FT/PT ratio for each station, and makes recommendations for staffing changes to AFSD as appropriate
- Demonstrates knowledge of key roles and responsibilities across airport, airline, and other stakeholder functions

#### Security Screening Policies and Procedures

- Demonstrates knowledge of security screening policy and procedures sufficient to factor these into scheduling of screening operations

#### Technical Documentation

- Demonstrates skill in writing formal reports, such as incident reports and witness statements